



## **Gila County Community Services Division**

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*"Unite low-income residents and community resources to overcome the challenges of poverty."*

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### **Gila County Community Action Program Advisory Board**

#### **Meeting Minutes**

**May 11, 2016**

#### **I. Call to Order/Welcome**

The Gila County Community Action Program (CAP) Advisory Board met in regular session at 6:00 p.m. at the Sheraton Mesa Hotel. Chairman Annie Hinojos called the meeting to order at 6:12 p.m.

#### **II. Roll Call and Introductions**

Present: Annie Hinojos (Chair), Nolberto (Chuco) Waddell, Margret Celix, Audrey Opitz, Vicky Quesada and Lynn Canning.

Guests/Staff: Malissa Buzan and Dorine Prine

#### **III. Information/Discussion/Action to approve the CAP Advisory Board's February 17, 2016, meeting minutes.**

A brief discussion was held regarding the content of the minutes and it was agreed that all future minutes must include the names of those members who were absent from the meeting in addition to listing those who were present at the meeting. Absent will not be stated when all members are present for a meeting. It was also agreed that the Advisory Board does not need to vote to adjourn a meeting, but rather the Chairman has the authority to call a meeting to order and to adjourn a meeting. Upon motion by Audrey Opitz, and seconded by Lynn Canning, the Board unanimously approved the February 17, 2016, meeting minutes.

#### **IV. Information/Discussion/Action to approve the 3<sup>rd</sup> quarter financial report.**

Upon motion by Audrey Opitz, seconded by Lynn Canning, the Board unanimously approved the 3<sup>rd</sup> quarter financial report for the period January 2016, through March 2016.

#### **V. Information/Discussion/Action to declare the election results official from February 17, 2016, to elect Michael Black and Mario Villegas as Private Sector representatives on the CAP Advisory Board.**

Chairman Annie Hinojos reviewed the February 17, 2016 election results for two vacancies on the CAP Advisory Board. Michael Black received 3 votes, Mario Villegas received 2 votes, and

Stephanie Davies received 1 vote. Upon motion by Vicky Quesada, seconded by Margaret Celix, the Board unanimously declared the election results official whereby Mario Villegas will fill a vacancy for the term beginning February 17, 2016, through December 31, 2019, and Michael Black will fulfill Ramona Ortiz's unexpired term of office beginning February 17, 2016, through December 31, 2017.

## **VI. Reports/Updates**

### **A. Chairman's Report (Annie Hinojos)**

- Ms. Hinojos welcomed the new Board members. She stated the Voluntary Income Tax Assistance (VITA) program was a huge success. Hayden had a few problems with their phone system or they would have completed more returns. She recognized Dorine Prine to report on the final figures. Ms. Prine reported that the Gila County VITA program completed 502 income tax returns from the three offices (Globe, Payson and Hayden) compared to 452 last year. An average income tax return costs approximately \$236. That saved the Gila County residents at least \$123,492 in preparation fees. Total federal refunds of \$614,191 plus state refunds of \$110,746 (a total of \$724,937) were provided for the taxpayers, which helps to boost the local economy, reduce poverty and alleviate debt. Many of the income tax refunds were lower this year because of the Affordable Care Act insurance penalties.
- Ms. Hinojos stressed the importance for Board members to attend quarterly and annual meetings. She encouraged Board members to note the dates of next year's scheduled meetings on their calendars.

### **B. Director's Report (Malissa Buzan)**

- Ms. Buzan welcomed the new Board members. She thanked everyone for attending the Board meeting and signing up to attend the ACAA (Arizona Community Action Association) Annual Conference. She hopes that everyone will enjoy the conference and learn a lot from the speakers and break-out sessions.

### **C. Coordinator's Report (Dorine Prine)**

- CAP Success Stories: Ms. Prine read the success story shared by Allison Torres, who is the Case Manager in Globe. A client had taken out a predatory title loan for car repairs. She was using income and selling personal items to pay the huge payments and going without food. CAP assisted with rent eviction prevention, utilities, applied for SNAP benefits, referred her to WIC for monthly food boxes, referred her to the food bank, referred her to the Housing Department and other agencies for assistance. The Housing Department weatherized her home and assisted with extensive case management. She was referred to Social Security and she will be eligible to receive a higher benefit amount beginning in July 2016. In a matter of four months, her budget is under control; she is eating healthy foods, she is saving energy and money from the weatherization, and she paid off the title loan. That is just one example of CAP collaborating with all agencies to help our clients to resolve problems and become self-sufficient.
- Customer Satisfaction Data Report for all of Community Services: The report was presented to the Board. A total of 119 surveys were collected. The results are as follows:
  - 95 surveys were from CAP services
  - 100% were served in a timely and professional manner
  - 100% stated the staff was friendly and knowledgeable
  - 81% were previously aware of the service available through community services
  - 99% would use this service again
  - 99% would recommend this service to a friend

- The dates for the 2017 Fiscal Year CAP Advisory Board meetings were discussed. This will information will be presented to the Board for approval at the following meeting.

**VII. Next meeting:** The next meeting is scheduled for Wednesday, August 17, 2016, in Globe.

**VIII. Call to the Public**

There were no comments from the public.

**IX. Adjournment**

Chairman Hinojos adjourned the meeting at 7:06 p.m.